Service Connector

Urban Services of the YMCA of San Francisco is a non-profit agency providing life-changing programs that build healthy families, successful communities and enhance the lives of children. Urban Services YMCA’s vision is to provide limitless opportunities to Bay Area youth, families and communities.

We are currently hiring for a full time Service Connector to provide case management and vocational services support to adults, seniors and families. Strong applicants will possess a variety of skills to include written and oral communication, development of strength based family service plans, knowledge of a of available resources, the ability to navigate a variety of support service systems as well as sound judgment in order to act independently and efficiently.

**Job Duties:**

- Maintains a case load of 20 clients, or as specified by grant contract
- Conducts individual case management sessions as well as crisis intervention services that focus on economic empowerment.
- Conducts comprehensive assessments and implements service plans, utilizing various intervention methods and techniques
- Participates in meetings, trainings, and community events as assigned.
- Completes client chart forms in accordance with grant requirements
- Facilitates workshops, groups, and classes relevant to Service Connector clients needs
- Supports Service Connector Coordinator with annual community focus groups and needs assessments
- Other duties as assigned

**Candidates will possess:**

1. A minimum of 2 years experience providing case management and vocational counseling or job development or employment specialty services to adults/seniors/families.
2. Ability to complete thorough, accurate and comprehensive paperwork, client documentation and reports in a timely and efficient manner.
3. Experience assessing clients' strengths and service needs for relevant and timely services congruent with client's capacity.
4. Experience conducting formal intakes and assessments, preparing client service plans and providing post-service evaluations.
5. Familiarity with resources and support services and systems and employment resources within San Francisco.
6. Excellent organizational and communication skills with demonstrated follow through on tasks; multi-project/multi-task orientation.
7. Experience complying with confidentiality policies and procedures and mandated reporting laws.
8. Conflict resolution and problem solving skills
9. Must be able to work 8:30 am to 5 pm or 10:30 am to 7 pm Monday-Friday, with at least 2 late days per week. Some weekends as needed.
10. Must be able to lift up to 40 lbs and conduct repetitive movement for 4 hours once a week for Food Pantry.
11. Demonstrated ability to work with people from a variety of different ethnic, socioeconomic, educational, religious, sexual and generational backgrounds
12. Strong written and verbal communication skills.
13. Fluency in Cantonese/Mandarin/English, required.

The YMCA of San Francisco offers a comprehensive benefits package, including medical, dental, and an outstanding retirement plan and gym membership. Compensation is competitive. This is a full time position.

To apply for this position, please reply to this posting and submit a cover letter, resume and references to: Maureen Guerrero at urbanservices@ymcasf.net

IMPORTANT NOTE: Due to the high volume of responses, we will not respond to applications that do not include a cover letter and resume, or do not indicate having met entry requirements.